

1.1.7 Metrics Data Read and Write Access

Table 1-7: Results for Metrics Data Read and Write Access

Test Reference	Evaluation Criteria	Result	Comments
PMR1-7-A	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Pre-Ordering Measure Group.	Satisfied	<p>For the Pre-Ordering Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the ARAF Availability Spreadsheet, ARIS/ EXACT, ICS/DSS, Oracle Website Database, PRS, PRS+, RRS, SAS, Vantive, and WFA/C.</p>
PMR1-7-B	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Ordering Measure Group.	Satisfied	<p>For the Ordering Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for ICS/DSS, Oracle Website Database, PRS+, RRS, and SAS.</p>
PMR1-7-C	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Provisioning Measure Group.	Satisfied	<p>For the Provisioning Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for ICS/DSS, Oracle Website Database, PRS+, RRS, and SAS.</p>
PMR1-7-D	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Maintenance and Repair	Satisfied	<p>For the Maintenance and Repair Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the</p>

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Test Reference	Evaluation Criteria	Result	Comments
	Measure Group.		Coral Database, Oracle Website Database, PRS+, RRS, and SAS.
PMR1-7-E	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Billing Measure Group.	Indeterminate	<p>For the Billing Measure Group, BearingPoint is still assessing whether SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the AEBS 14 Database, ALDIS Billing Data Warehouse, CABS, CAMPS, DUF Parity File (CAMPS Daily Statistical File), ICS/DSS, Loops Database, MPS Browser, Oracle Website Database, PRS, PRS+, Resend Spreadsheet, Results Summary for Stats, SAS, and Statistical Sampling Log.</p> <p>BearingPoint is still assessing ACIS, EDW, Mentor, SOT, and RBS.</p>
PMR1-7-F	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Miscellaneous Administrative Measure Group.	Satisfied	<p>For the Miscellaneous Administrative Measure Group, BearingPoint has determined that whether SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for CCMIS, the Genesys CTI Reporting Application, Nortel Meridian Max (BSC-ACD), Nortel Meridian Max (LSC-ACD), Oracle Website Database, PRS, PRS+, RAD (CCC-ACD), and SAS.</p>
PMR1-7-G	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Interconnection Trunks Measure Group.	Satisfied	<p>For the Interconnection Trunks Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the EOI Network Database, NSDB, Oracle Website Database, PRS, PRS+, Returned Weekly Spreadsheet, RRS, and SAS.</p>

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Test Reference	Evaluation Criteria	Result	Comments
PMR1-7-H	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Directory Assistance/ Operator Services Measure Group.	Satisfied	<p>For the Directory Assistance/Operator Services Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the Oracle Website Database, PRS, PRS+, QMIS, and SAS.</p>
PMR1-7-I	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Local Number Portability Measure Group.	Satisfied	<p>For the Local Number Portability Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for ICS/DSS, Oracle Website Database, RRS, PRS+, and SAS.</p>
PMR1-7-J	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the 911 Measure Group.	Satisfied	<p>For the 911 Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the CLEC Comparison Report, Error Return Spreadsheet, Gateway RT62, ICS/DSS, Oracle Website Database, PRS, PRS+, Reseller Report, and SAS.</p>
PMR1-7-K	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Poles, Conduits, and Rights-of-Way Measure Group.	Satisfied	<p>For the Poles, Conduits, and Rights of Way Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for ACT, Oracle Website Database, PRS, PRS+, and SAS.</p>

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Test Reference	Evaluation Criteria	Result	Comments
PMR1-7-L	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Collocation Measure Group.	Satisfied	<p>For the Collocation Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the Collocation Database, Oracle Website Database, PRS, PRS+, and SAS.</p>
PMR1-7-M	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Directory Assistance Database Measure Group.	Indeterminate	<p>For the Directory Assistance Database Measure Group, BearingPoint is still assessing whether SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for Manual Update Information (Excluding Indiana), Oracle Website Database, PRS, PRS+, and SAS.</p> <p>BearingPoint is still assessing the Electronic Performance Measurement Spreadsheet.</p>
PMR1-7-N	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Coordinated Conversions Measure Group.	Satisfied	<p>For the Coordinated Conversions Measure Group, BearingPoint has determined SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the 114_115 Database, Oracle Website Database, PRS, PRS+, and SAS.</p>

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Test Reference	Evaluation Criteria	Result	Comments
PMR1-7-O	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the NXX Measure Group.	Satisfied	<p>For the NXX Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the Closed Ticket Disposition Code Analysis, Codes NRD Due Report, Oracle Website Database, PRS, PRS+, and SAS.</p>
PMR1-7-P	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Bona Fide Requests Measure Group.	Satisfied	<p>For the Bona Fide Requests Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the BFR Database, the Oracle Website Database, PRS, PRS+, and SAS.</p>
PMR1-7-Q	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Facilities Modification Measure Group.	Satisfied	<p>For the Facility Modifications Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the Facilities Modification (Relief Calls Database), Oracle Website Database, PRS, PRS+, RRS, and SAS.</p>
PMR1-7-R	Procedures are in place to ensure that read and write access to metrics data is limited to authorized personnel for the Other Measure Group.	Satisfied	<p>For the Other Measures Measure Group, BearingPoint has determined that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel.</p> <p>BearingPoint has concluded that SBC Ameritech has adequate procedures to limit read and write access to metrics data to authorized personnel for the Broadcast Fax Log Sheet, CLEC Online Web site, ICS/DSS, LMOS, MTAS, Oracle Website Database, Pre-Boc Schedule, PRS, PRS+, RRS, SAS, WFA/DO, and WFA/C.</p>

1.2 Additional Data

Michigan Performance Measurements and Descriptions

PM	PM Description
1.1	Average Response Time for Manual Loop Make-Up Information
1.2	Accuracy of Actual Loop Makeup Information Provided for DSL Orders
2	Percent Responses Received Within "X" seconds – OSS Interfaces
4	OSS Interface Availability
5	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours
5.2	Percentage of Unsolicited FOCs by Reason Code
6	Average Time To Return FOC
7	Percent Mechanized Completions Returned Within One Hour of Completion in Ordering System
7.1	Percent Mechanized Completions Returned Within One Day Of Work Completion
8	Average Time to Return Mechanized Completions
9	Percent Rejects
10	Percent Mechanized Rejects Returned within 1 hour of receipt of reject in Mor
10.1	Percent Mechanized Rejects Returned within One Hour of receipt of Order
10.2	Percent Manual Rejects Received Electronically and Returned Within Five Hours
10.3	Percent Manual Rejects Received Manually and Returned Within Five Hours
10.4	Percentage of Orders Given Jeopardy Notices
11	Mean Time to Return Mechanized Rejects
11.1	Mean Time to Return Manual Rejects that are Received via an Interface
11.2	Mean Time to Return Manual Rejects that are Received thru the Manual Process
12	Mechanized Provisioning Accuracy
13	Order Process Percent Flow Through
13.1	Total Order Process Percent Flow Through
14	Billing Accuracy
15	Percent of Accurate and Complete Formatted Mechanized Bills Via EDI or BDT
16	Percent of Usage Records Transmitted Correctly
17	Billing Completeness
18	Billing Timeliness (Wholesale Bill)
19	Daily Usage Feed Timeliness
20	Unbillable Usage
21.1	Average Time Placed on Hold at LSC
22	Local Service Center (LSC) Grade Of Service (GOS)
24.1	Average Time Placed on Hold at LOC

PM	PM Description
25	Local Operations Center (LOC) Grade Of Service (GOS)
27	Mean Installation Interval
28	Percent POTS/UNE-P Installation Completed Within the Customer Requested Due Date
29	Percent Ameritech Caused Missed Due Dates
30	Percent Ameritech Missed Due Dates Due To Lack Of Facilities
31	Average Delay Days For Missed Due Dates Due To Lack Of Facilities
32	Average Delay Days For Ameritech Caused Missed Due Dates
33	Percent Ameritech Caused Missed Due Dates > 30 days
35	Percent Trouble Reports Within 30 Days (I-30) of Installation
37	Trouble Report Rate
37.1	Trouble Report Rate Net of Installation and Repeat Reports
38	Percent Missed Repair Commitments
39	Receipt To Clear Duration
40	Percent Out Of Service (OOS) < 24 Hours
41	Percent Repeat Reports
42	Percent No Access (Percent of Trouble Reports with No Access)
43	Average Installation Interval
44	Percent Special Installations Completed Within Customer Requested Due Date
45	Percent Ameritech Caused Missed Due Dates
46	Percent Trouble Reports Within 30 Days (I-30) of Installation
47	Percent Ameritech Missed Due Dates Due To Lack Of Facilities
48	Average Delay Days for Missed Due Dates Due to Lack Of Facilities
49	Average Delay Days For Ameritech Caused Missed Due Dates
50	Percent Ameritech Caused Missed Due Dates > 30 days
52	Mean Time To Restore
53	Percent Repeat Reports
54	Failure Frequency
54.1	Trouble Report Rate Net of Installation and Repeat Reports
55	Average Installation Interval
55.1	Average Installation Interval – DSL
55.2	Average Installation Interval – LNP with a Loop
55.3	Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters
56	Percent Installations Completed Within Customer Requested Due Date
56.1	Percent Installations Completed Within the Customer Requested Due Date
58	Percent Ameritech Caused Missed Due Dates

PM	PM Description
59	Percent Trouble Reports Within 30 Days of Installation
60	Percent Ameritech Missed Due Dates Due To Lack Of Facilities
61	Average Delay Days for Missed Due Dates Due To Lack Of Facilities
62	Average Delay Days For Ameritech Caused Missed Due Dates
63	Percent Ameritech Caused Missed Due Dates > 30 days
65	Trouble Report Rate
65.1	Trouble Report Rate Net of Installation and Repeat Reports
66	Percent of Missed Appointments
67	Mean Time To Restore
68	Percent Out Of Service <24 Hours
69	Percentage of Reports
70	Percentage of Trunk Blockage (Call Blockage)
70.1	Trunk Blockage Exclusions
70.2	Percentage of Trunk Blockage (Trunk Groups)
71	Common Transport Trunk Group Blockage
73	Percentage Missed Due Dates – Interconnection Trunks
74	Average Delay Days For Missed Due Dates – Interconnection Trunks
75	Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks
76	Average Trunk Restoration Interval – Interconnection Trunks
77	Average Trunk Restoration Interval for Service Affecting Trunk Groups
78	Average Interconnection Trunk Installation Interval
79	Directory Assistance Grade Of Service
80	Directory Assistance Average Speed Of Answer
81	Operator Services Grade Of Service
82	Operator Services Speed Of Answer
83	Percentage of Calls Abandoned
91	Percent of LNP Due Dates within Industry Guidelines
92	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer
93	Percentage of Customer Accounts Restructured by the LNP Due Date
95	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes
96	Percentage Pre-mature Disconnects for LNP Orders
97	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date
98	Percentage Trouble LNP (I-Reports) in 30 Days
99	Average Delay Days for Ameritech Missed Due Dates (For Stand-Alone LNP Orders)
100	Average Time of Out of Service for LNP Conversions

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PM	PM Description
101	Percent Out of Service < 60 minutes
104.1	The average time it takes to unlock the 911 record
105	Percentage of Requests Processed Within 35 Days
106	Average Days Required to Process a Request
107	Percent Missed Collocation Due Dates
108	Average Delay Days for Ameritech Missed Due Dates
109	Percent of Requests Processed Within the Established Timelines
110	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs
111	Average Update Interval for DA Database for Facility Based CLECs
112	Percentage DA Database Accuracy For Manual Updates
113	Percentage of Electronic Updates that Flow Through the Update Process Without Manual Intervention
114	Percentage of Premature Disconnects (Coordinated Cutovers)
114.1	CHC/FDT LNP with Loop Provisioning Interval
115	Percentage of Ameritech Caused Delayed Coordinated Cutovers
115.1	Percent Provisioning Trouble Reports
115.2	Mean Time To Restore – Provisioning Trouble Report (PTR)
117	Percent NXXs loaded and tested prior to the LERG effective date
118	Average Delay Days for NXX Loading and Testing
119	Mean Time to Repair
120	Percentage of Requests Processed Within 30 Business Days
121	Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days
CW 1	Average Delay in original FOCs due Date
CW 4	Accuracy of Processing CLEC Corrections based on review of Directory information
CW 5	Percentage of Protectors not moved after Technician Visit
CW 6	FMOD Process: Percent of Form A received w/in the interval
CW 7	FMOD Process: Percent of Form B, C, D, and E received w/in 72 hours of Form A
CW 8	FMOD Process: Percent of Form B returned FOC within 24 hours
CW 9	FMOD Process: Percent of Form C return quote w/in the interval
CW 11	FMOD Process: Percent Due Date Met
IN 1	Percent Loop Acceptance Testing Completed on or Prior to the Completion Date
MI 2	Percentage of Orders given Jeopardy Notices within 24 hours of the Due Date
MI 3	Coordination Conversions Outside of Interval
MI 4	Average Time to Provide a Collocation Arrangement
MI 5	Structure Requests Completed Outside of Interval
MI 6	Erred Customer Record Update Files Not Returned by Next Business Day

PM	PM Description
MI 7	Errors in Customer Record Update Files
MI 8	Customer Record Update Files Not Updated by the Next Business Day
MI 9	Percentage Missing FOCs
MI 10	Percent Time-Out Transactions
MI 11	Average Interface Outage Notification
MI 12	Average Time to Clear Service Order Errors
MI 13	Percent Loss Notification w/in 1 Hour of Service Order Completion
MI 14	Percent Completion Notifications Returned w/in "X" hours of Completion of Maintenance Trouble Ticket
MI 15	Change Management
MI 16	Percentage Rejected Query Notices
WI 1	Percent No-Access for UNE Loops – Provisioning
WI 2	Percent No-Access for UNE Loops – Maintenance
WI 9	Percent Facility Modification Orders

2. PMR2: Metrics Definitions and Standards Development and Documentation Verification and Validation Review

2.1 Results Summary

This section identifies the evaluation criteria and test results for the Metrics Definitions and Standards Development and Documentation Verification and Validation Review (PMR2). The results of this test from April, 2001 through June 10, 2003 are presented below.

Table 2-1: PMR2 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PMR2-1	The business rules in use by SBC Ameritech in Michigan were approved by the Michigan Public Service Commission (MPSC).	Satisfied	<p>Based on documentation reviews, BearingPoint has determined that the business rules in use by SBC Ameritech in Michigan during the test were approved by the Michigan Public Service Commission (MPSC).</p> <p>These business rules were approved via Orders (Case No. U-11830) issued on February 22, 2001, July 11, 2001, December 20, 2001, and February 20, 2003. SBC Ameritech and CLECs negotiated them during collaborative meetings held in 2000, 2001, and 2002.</p>
PMR2-2	The business rules are published through a distribution channel that is accessible by relevant parties.	Satisfied	<p>Based on observations, BearingPoint has determined that the business rules are published through a distribution channel that is accessible by relevant parties.</p> <p>BearingPoint verified that SBC Ameritech published the business rules via the SBC Ameritech Performance Measurements Web site and provided CLEC customers with access to historical business rule documentation via this Web site as well. BearingPoint also reviewed SBC Ameritech's development and implementation of new procedures for identifying and communicating monthly changes made to business rule documentation.</p>

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Test Reference	Evaluation Criteria	Result	Comments
PMR2-3	The performance measurement reports are published on time and through a distribution channel accessible by relevant parties.	Satisfied	<p>Based on observations, BearingPoint has determined that the performance measurement reports are published on time and through a distribution channel accessible by relevant parties.</p> <p>BearingPoint observed that SBC Ameritech published the performance measurement reports via the SBC Ameritech Performance Measurements Web site on time during the test. BearingPoint also verified that SBC Ameritech published the business rules used to generate the monthly performance measurement reports in accordance with its documented time frames.</p>

3. PMR3: Metrics Change Management Verification and Validation Review

3.1 Results Summary

This section identifies the evaluation criteria and test results for the Metrics Change Management Verification and Validation Review (PMR3). The results of this test, from April 2001 through June 10, 2003 unless otherwise noted, are presented below.

Table 3-1: PMR3 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PMR3-1	The metrics change management process includes a well-defined procedure for managing change requests.	Satisfied	<p>Based on documentation reviews, interviews with SBC Ameritech personnel, and observations, BearingPoint has determined that SBC Ameritech's metrics change management process includes a well-defined procedure for managing change requests.</p> <p>SBC Ameritech's metrics change request process is defined in the SBC Midwest Performance Measures Internal Change Management Policy, Procedures and Guidelines document.</p> <p>According to interviews conducted with SBC Ameritech personnel, performance measurement changes are initiated through Enhancement Requests (ER) submitted to SBC Ameritech's Change Management Project Managers (CMPM) by SBC Ameritech personnel. Based on an examination of ERs and weekly reviews of the change management database (CMDB), BearingPoint verified that SBC Ameritech adheres to the defined change request process and that ERs contain information such as change initiator, description, status, implementation date, and reasons for the change. Additionally, BearingPoint attended weekly change management meetings as an observer to validate SBC Ameritech's adherence to this process.</p>
PMR3-2	The metrics change management process includes a high-level assessment of each requested change.	Satisfied	<p>Based on documentation reviews, interviews with SBC Ameritech personnel, and observations, BearingPoint has determined that SBC Ameritech's metrics change management process includes a high-level assessment of each requested change.</p> <p>According to interviews with SBC Ameritech personnel, the Performance Measurement Change Management Team (PMCMT) is responsible for evaluating ERs. BearingPoint verified that ERs include a high-level description</p>

Test Reference	Evaluation Criteria	Result	Comments
			of changes such as additions, modifications, or deletions, and a list of performance measurements that may be affected by the change. Additionally, BearingPoint attended weekly internal change management meetings and observed that the high-level descriptions in ERs provided a basis for discussion amongst the PMCMT and other participants.
PMR3-3	Metrics changes are approved by the appropriate authorities at each stage of the metrics change management process.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that metrics changes are approved by the appropriate authorities at each stage of the metrics change management process.</p> <p>According to the SBC Midwest Performance Measures Internal Change Management Policy, Procedures and Guidelines document, the PMCMT must approve all metrics changes before they are implemented.</p> <p>The PMCMT updates, reviews, and approves ERs at the weekly change management meeting. Prior to the approval of an ER, the PMCMT reviews all ERs provided by the CMPM at the weekly change management meetings to discuss the status and performance measurements impacted by the change. BearingPoint attended weekly internal change management meetings to observe the ER approval process.</p> <p>Additionally, SBC Ameritech has established an approval process for publishing the CLEC Online Web Site News page. The CLEC Online Web Site News page provides notice of performance measurements that have been restated. The Director of Change Management and Director of Performance Measurements validate and approve the draft CLEC Online Web Site News page prior to publishing restatement information. BearingPoint verified SBC Ameritech's approval process for the CLEC Online Web Site News page by reviewing internal correspondence and notices.</p>
PMR3-4	The metrics change management process provides for the logging and tracking of metrics changes.	Satisfied	<p>Based on interviews with SBC Ameritech personnel and observations, BearingPoint has determined that SBC Ameritech's metrics change management process provides for the logging and tracking of metrics changes.</p> <p>According to the SBC Midwest Performance Measures Internal Change</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>Management Policy, Procedures and Guidelines document, SBC Ameritech's change management process indicates that the tracking of performance measurement changes begins upon the submission of a completed ER form. The CMPM assigns an ER number to the proposed change and tracks the ER in an Additions/Modifications document. The CMPM is responsible for updating the Additions/Modifications document.</p> <p>In addition, PMCMT uses the CMDB to register detailed information such as the ER number, description of the change, change type, change status, affected performance measurements, and owner. BearingPoint verified through reviews of updated ERs in the CMDB that SBC Ameritech updated the Additions/Modifications document and CMDB. BearingPoint also attended weekly internal change management meetings to observe the logging and tracking of metrics changes.</p>
PMR3-5	The metrics change management process provides for the notification of external parties impacted as required.	Satisfied	<p>Based on documentation reviews, interviews with SBC Ameritech personnel, and observations, BearingPoint has determined that SBC Ameritech's metrics change management process provides for the notification of external parties impacted as required.</p> <p>The SBC Midwest Performance Measures Internal Change Management Policy, Procedures and Guidelines document defines the process for notifying CLECs and regulatory authorities of performance measurement changes. SBC Ameritech publishes performance measurement restatements on the CLEC Online Web Site News page, which is available to CLECs and regulatory authorities. Restatements are published on the 20th and 5th of the month. If either of these targeted notification dates falls on a weekend or holiday, SBC Ameritech publishes the CLEC Online Web Site News page on the next business day.</p> <p>In addition to the Web Site News page, the CLEC Online Web site also features a Restatement Report that may be created from online queries. BearingPoint reviewed the online Restatement Report, which allows the user to view restatements by selecting specific states, months, and performance measurements. BearingPoint verified and validated adherence to the notification process by reviewing the CLEC Online Web Site News page and</p>

Test Reference	Evaluation Criteria	Result	Comments
			Restatement Report in comparison with restated data.
PMR3-6	The metrics change management process provides for the monitoring of source systems for changes that impact metrics reporting.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech's metrics change management process provides for the monitoring of source systems for changes that impact metrics reporting.</p> <p>According to documentation and interviews with SBC Ameritech personnel, Business Process Owners (BPOs) are responsible for identifying and managing the implementation of changes to metrics production systems as a result of source data systems. BPOs are notified of planned changes to source data systems via CLEC Impact Analysis (CIA) notifications and communication with liaisons within other SBC Ameritech business units. CIA notifications are sent each time a change is to occur which may have an impact to a source data system. BPOs are also required to attend weekly change management meetings and review documentation related to proposed and approved changes to the business rules that occur as a result of the six month regional performance measurement collaborative meeting, in order to gather information related to planned or potential source data system changes.</p> <p>The BPOs, in turn, are responsible for identifying the impact on the individual metrics production systems for which they are responsible, and initiating ERs via the metrics change management process. After ERs are created, BPOs are also responsible for reviewing and updating the target implementation dates for ERs at the weekly change management meetings, where the BPOs communicate with other SBC Ameritech teams to verify that all of the potential impacts to the metrics production systems are being addressed. This is an iterative process that occurs until the ER is successfully implemented and signed off by the responsible BPOs.</p> <p>BearingPoint reviewed CIA notifications sent to BPOs, and email correspondence sent to BPOs from liaisons in other business units notifying them of changes planned for source data systems. BearingPoint also reviewed email correspondence between BPOs and other SBC Ameritech teams related to meetings that were conducted to ensure that all potential impacts to the metrics production systems resulting from changes to source data systems</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>were addressed.</p> <p>On May 27, 2003, BearingPoint closed Exception 41 after retesting this issue. Exception 41 reported issues with the identification of changes to source data systems and the communication of the changes to relevant parties.</p>
PMR3-7	SBC Ameritech complies with intervals for implementing changes to metrics business rules.	Satisfied	<p>Based on documentation reviews, inspections, and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech complies with intervals for implementing changes to metrics business rules.</p> <p>The SBC Midwest Performance Measures Internal Change Management Policy, Procedures and Guidelines document defines the process used by SBC Ameritech to manage changes to performance measurements in compliance with scheduled implementation dates applicable to commission-approved business rules.</p> <p>BearingPoint reviewed SBC Ameritech's performance measurements results posted to the CLEC Online Web site for the February 2003, March 2003, and April 2003 data months. The February 2003, March 2003, and April 2003 data months were the months for which changes were scheduled to be made to reported performance measurements to comply with the SBC/Ameritech Performance Measurement User Guide – Version 1.9 (AIT State User Guide version 1.9_01_05_2003). BearingPoint confirmed that observable changes including changes to performance measurement names, changes to reported disaggregations, had been made in accordance with the revised implementation schedule associated with Version 1.9 for the February 2003, March 2003, and April 2003 data months, respectively.</p> <p>On May 6, 2003, BearingPoint closed Exception 157 after retesting this issue. Exception 157 reported issues with timely updates to business rules for September 2001 through February 2002 .</p>
PMR3-8	The metrics change implementation process requires that a detailed-level analysis of a change be	Satisfied	Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech's metrics change implementation process requires that a detailed-level analysis of a change be provided in business English that is reviewed and approved by the relevant

OSS Evaluation Project Report – Test Results



Test Reference	Evaluation Criteria	Result	Comments
	provided in business English that is reviewed and approved by the relevant subject matter experts (SMEs) or business users.		<p>SME or business users. BearingPoint also determined that such analysis incorporates the specific metrics that are affected by the change, the data required to support the change, the source of the required data, and the regulatory authority for the change.</p> <p>According to interviews with SBC Ameritech personnel, the Mechanized Performance Measurements Group is responsible for assessing changes and creating system requirement documents (in the case of changes that require coding). BearingPoint reviewed requirements documents and verified that they contain the following information in business English: i) identification of the metrics affected by the change, ii) determination of the data required to support the change, iii) identification of the source of the data, iv) determination of whether the change is consistent with relevant regulatory mandates, and v) a high-level assessment of the required change. The CMDB documents the approvals by SMEs or business users.</p>
PMR3-9	The metrics change implementation process requires that a design or technical description of a required change be provided prior to the start of any work.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that the metrics change implementation process requires that a design or technical description of a required change be provided prior to the start of any work.</p> <p>According to interviews with SBC Ameritech personnel, the Mechanized Performance Measurements Group is responsible for creating the design and technical description of changes prior to the start of programming.</p> <p>BearingPoint examined samples of technical design documents and determined that those documents contained a list of each program or process in the proposed change, the data required for the change, the design of any database or data required for the change, the work required for each program, and the format or layout of the required metric reporting.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR3-10	The metrics change implementation process requires a separate review or walk-through of the design or technical description of required changes for technical correctness and consistency, with the analysis reviewed by SMEs prior to the start of any programming.	Satisfied	<p>Based on documentation reviews, interviews with SBC Ameritech personnel, and observations, BearingPoint has determined that SBC Ameritech's metrics change implementation process requires a separate review or walk-through of the design or technical description of required changes for technical correctness and consistency, with the analysis reviewed by SMEs prior to the start of any programming.</p> <p>According to interviews with SBC Ameritech personnel, the Mechanized Performance Measurements Group and SMEs are responsible for conducting reviews or walk-throughs with the developers to verify technical correctness and consistency of the analysis contained in the design document. This process is defined in the SBC Midwest Performance Measures Internal Change Management Policy, Procedures and Guidelines document. Based on observations, BearingPoint determined that SBC Ameritech conducts a review with resources and business process owners prior to the changes being reviewed at the weekly SBC Ameritech change management meetings.</p>
PMR3-11	The metrics change implementation process requires documentation of programs and processes impacted by or created for the change, including program comments where appropriate.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that the metrics change implementation process requires documentation of programs and processes impacted by or created for the change, including program comments where appropriate.</p> <p>BearingPoint conducted interviews with SBC Ameritech personnel and reviewed code and technical documents used to calculate the Mechanized Order Receipt/Telemanagement (MOR/Tel) and Regulatory Reporting System (RRS) performance measurements. Through this review, BearingPoint validated that the code contained program comments created for changes and that programs and processes impacted by changes were documented.</p> <p>During the course of testing, BearingPoint observed that SBC Ameritech's code for calculating MOR/Tel performance measurements did not contain adequate program comments about changes made to performance measurements.</p> <p>BearingPoint issued Observation 593 on August 7, 2002 to address this issue. SBC Ameritech responded on August 25, 2002, stating that its current practice</p>

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			of tracking changes to code and impacted performance measurements via the Change Management Process and the associated business and technical requirements documentation were sufficient. BearingPoint determined that program comments related to the MOR/Tel and RRS systems are tracked via this process. BearingPoint also determined that program comments as a result of changes to performance measurements were documented in an inconsistent manner. Since no changes were implemented, BearingPoint could not perform retest activities. BearingPoint closed this Observation on September 10, 2002.
PMR3-12	The metrics change implementation process requires testing of changes.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech's metrics change implementation process requires testing of changes.</p> <p>SBC Ameritech's requirement for testing changes is defined in the SBC Midwest Performance Measures Internal Change Management Policy, Procedures and Guidelines document.</p> <p>Through examination of documented change implementation test procedures, BearingPoint verified that SBC Ameritech has processes for developing, testing, and implementing changes to its performance measurement reporting systems and formats, respectively. BearingPoint reviewed sample test results to validate adherence to these testing processes.</p>
PMR3-13	The metrics change implementation process requires that a version of each process description or program code previously implemented be preserved with relevant documentation prior to the implementation of a change.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech's metrics change management process requires that all previous versions of process description or program codes previously implemented be preserved with relevant documentation prior to the implementation of a change.</p> <p>SBC Ameritech indicated during interviews that process descriptions and programming code previously implemented are preserved for a period of three years. BearingPoint reviewed a sample of previous versions of SBC Ameritech's process descriptions and program codes dating back three years and validated that SBC Ameritech preserved those documents prior to the implementation of changes.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR3-14	Instructions and steps in the metrics change management process are documented.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that steps in the metrics change management process are documented.</p> <p>BearingPoint found that procedures are defined in the SBC Midwest Performance Measures Internal Change Management Policy, Procedures and Guidelines document. BearingPoint also validated that relevant change management documents, including change management procedural documents, CMDB, and the CLEC Online Web Site News page, are archived.</p>
PMR3-15	The roles and responsibilities of the parties involved in the metrics change management process are documented.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that the roles and responsibilities of the parties involved in the metrics change management process are documented.</p> <p>BearingPoint verified that these roles and responsibilities are defined in the SBC Midwest Performance Measures Internal Change Management Policy, Procedures and Guidelines document. SBC Ameritech personnel also described the roles and responsibilities of the parties involved in the metrics change management process during interviews.</p> <p>The roles and responsibilities of the parties involved in the change management process include the following: PMCMT, Enhancement Request Originator, Performance Measurement Business Process Owner, Change Area Owner, Production Environment Change Agent, and CMPM. The groups that are represented in the PMCMT are also documented, and include the following: Performance Measurements Group, Mechanized Performance Measurements Group, Performance Measurements Analysis Group, Performance Measurements Production Group, Remedy Plan Program Group, Performance Measurement Business Owners, and Other Process Owners (including Out of Scope Performance Measurement Group, Network Information Technology, Special Markets, and Penalties Group).</p>

3B. PMR3B: Performance Measurement Restatement and Remedy Recalculation Validation Review

3B.1 Results Summary

This section identifies the evaluation criteria and test results for the Performance Measurement Restatement and Remedy Recalculation Validation Review (PMR3B). The results of this test from March 2002 through June 10, 2003 are presented below.

Table 3B-1: PMR3B Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PMR3B-1	The remedy recalculation process includes detailed identification of restated measurements and their impact on remedies.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech's remedy recalculation process includes a detailed identification of restated performance measurements and the impact of those restatements on both the Tier 1 and Tier 2 remedy payments.</p> <p>According to interviews with SBC Ameritech personnel, SBC Ameritech's change management team captures a full set of performance measurements restated for each month in an Additions/Modifications document. SBC Ameritech's Performance Measurement Mechanization Organization (PMMO) uses this set of restated performance measurements to conduct a preliminary analysis of remedy payment results and forwards the analysis to SBC Ameritech's Performance Remedies Organization (PRO), which creates a detailed payment schedule for Tier 1 and Tier 2 remedy payments.</p>
PMR3B-2	The remedy recalculation process includes necessary steps following identification of restated measurements to ensure that their impact on remedies is properly assessed and that impact is properly incorporated into payment schedules.	Satisfied	<p>Based on documentation reviews, observation of a process demonstration, and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech has a process in place for calculating remedy payments and ensuring that the impact on remedies is properly assessed and incorporated into payment schedules.</p> <p>According to interviews with SBC Ameritech personnel, SBC Ameritech's PRO uses its calculation programs to create a detailed payment schedule showing remedy payments due to state regulators and CLECs for each performance measurement.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR3B-3	Performance measurement remedy payments are approved by the appropriate authority.	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that remedy payments are approved by the appropriate SBC Ameritech authorities.</p> <p>SBC Ameritech informed BearingPoint during an interview that the dollar amount of the remedy payment determines the appropriate authority and that the Director of Performance Remedies Assessment or designated personnel provides approval as a final step before disbursement.</p>
PMR3B-4	The remedy recalculation process requires tracking of remedy recalculations, amounts, payment dates, reasons, and recipients.	Satisfied	<p>Based on inspection of the CLEC Online Web site and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech tracks remedy payment information via a spreadsheet posted on the CLEC Online Web site.</p> <p>The sample tracking spreadsheet inspected by BearingPoint contained such information as amounts paid to CLECs and regulatory agencies, performance measurements affected by the payment, payment dates, and recipients of the payment.</p>
PMR3B-5	The remedy recalculation process includes requirements for the notification of external parties impacted.	Satisfied	<p>Based on documentation reviews, inspection of the CLEC Online Web site, and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech's remedy recalculation process includes requirements for the notification of external parties impacted by remedies.</p> <p>SBC Ameritech informed BearingPoint during an interview that SBC Ameritech's remedy calculation process requires that remedy calculation totals be posted on the CLEC Online Web site by the 20th of each month as mandated by the regulatory agencies. Additionally, SBC Ameritech's remedy calculation process also requires that CLECs be notified of this arrangement when they enter into a remedy contract with SBC Ameritech.</p>
PMR3B-6	A process is defined for identifying and implementing changes to the remedy calculation/recalculation programs.	Satisfied	Based on documentation reviews and interviews with SBC Ameritech personnel, BearingPoint has determined that SBC Ameritech has a defined and documented change management process in place for making changes to remedy payment calculation/recalculation programs.